

# 2010 ANNUAL REPORT



Kids Summer Camp Program



Food Bank Warehouse Operations



Volunteer Income Tax Assistance

## COMMUNITY ACTION PARTNERSHIP OF SAN BERNARDINO COUNTY



Home Weatherization Program



Homeless Management Information System



Kidz Fuel - Snack Pack Program

HELPING PEOPLE. CHANGING LIVES. SINCE 1965.



OF SAN BERNARDINO COUNTY

COMMUNITY ACTION PARTNERSHIP

# *The Promise of Community Action*

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.





# A Message from the Board Chairperson and the Chief Executive Officer



*Nancy Ruth White*

Chairperson  
CAPSBC Board of Directors

Community Action Partnership of San Bernardino County (CAPSBC) began its work in 1965 with the goal of helping bring the citizens of San Bernardino County to self-sufficiency. This Annual Report presents quantitative and qualitative information on the state of the agency and the communities we serve.

Over the years, CAPSBC has responded to the changing needs of our community by updating and transforming our programs to provide excellent service to meet the needs of our consumers. In 2010, the Board of Directors, along with CAPSBC Staff, developed a 10-year Strategic Plan using the Balanced Scorecard methodology to create a road map for the future of the agency.

Our top priority is to improve client satisfaction. We will implement a series of strategic initiatives throughout the organization – from increasing board involvement and staff capacity to improving service quality and enhancing partner collaborations – in order to achieve that priority. We will maintain the financial integrity of our programs to ensure that we maximize funding to the greatest benefit of our consumers and other stakeholders. We are accountable to our stakeholders – clients, funders and the community at large – and we renew our commitment to excellence in everything we do. We pledge to be a model of professionalism with compassion for the people of San Bernardino County.



*Patricia L. Nickols*

Chief Executive Officer

In 2010, San Bernardino County was mired in the worst economic downturn since the Great Depression of the 1930s. Prolonged unemployment, home foreclosures, business closures, and shrinking federal, state and local budgets created an unprecedented strain on households throughout the county.

Using Federal Stimulus funds, CAPSBC honored its commitment to form meaningful collaborations with partner agencies by granting over \$1.3 million to 19 local agencies and organizations to operate financial literacy, youth development and hunger reduction programs, creating or retaining 71 jobs and serving more than 10,000 county residents. CAPSBC also created 19 jobs inside the agency and launched innovative programs such as the “Kidz Fuel Snack Pack Project” to ensure school children had food to eat over the weekend.

Our region continues to endure a period of economic uncertainty, and many people who never thought they would turn to a community action agency for assistance are turning to CAPSBC. Because the community relies on our agency more than ever, CAPSBC remains committed to providing innovative, high-quality services to help our neighbors transition to a better day.



# 2010 COMMUNITY ACTION BOARD OF DIRECTORS

Private Sector



**Dr. Joshua Beckley**  
Ecclesia Christian Fellowship

Public Sector



**Eddie U. Garcia**  
Democratic Central Committee

Low Income Sector



**Wayne Hamilton**  
District 1



## BOARD COMPOSITION

Section 676B of the CSBG Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards. "Tripartite" means "having three parts." The Community Action Board is structured to have representation in three sections. Public, Private and Low-Income. The Community Action Board is comprised of 15 Members - five from each sector.

Private Sector



**Linda Carlson**  
Citizens Business Bank

Public Sector



**Juan Lopez**  
Representing Assembly Member  
Wilmer Carter, District 62

Low Income Sector



CAB Vice Chair  
**Dorothy Grant**  
District 2

Private Sector



**Michael J. Gallo**  
Kelly Space & Technology

Public Sector



**William Ruh**  
Councilmember City of Montclair

Low Income Sector



CAB Chair  
**Nancy R. White**  
District 3

## PRIVATE SECTOR

Selected by the Community Action Board from among persons representing community groups and interests such as but not limited to, business, industry, labor, religion, law enforcement, education or other major groups and interests in the community served.

Private Sector



**Joanne Gilbert**  
Rialto Unified School District

Public Sector



**Jessie Valenzuela**  
Representing Congressman Joe Baca,  
District 43

Low Income Sector



**Wytse Visser**  
District 4

## PUBLIC SECTOR

Selected by the Community Action Board from among elected public officials holding on the date of selection.

Private Sector



**Margaret Hill**  
San Bernardino County  
Superintendent of Schools

Public Sector



**John Longville**  
San Bernardino Community College  
District Board of Trustees

Low Income Sector



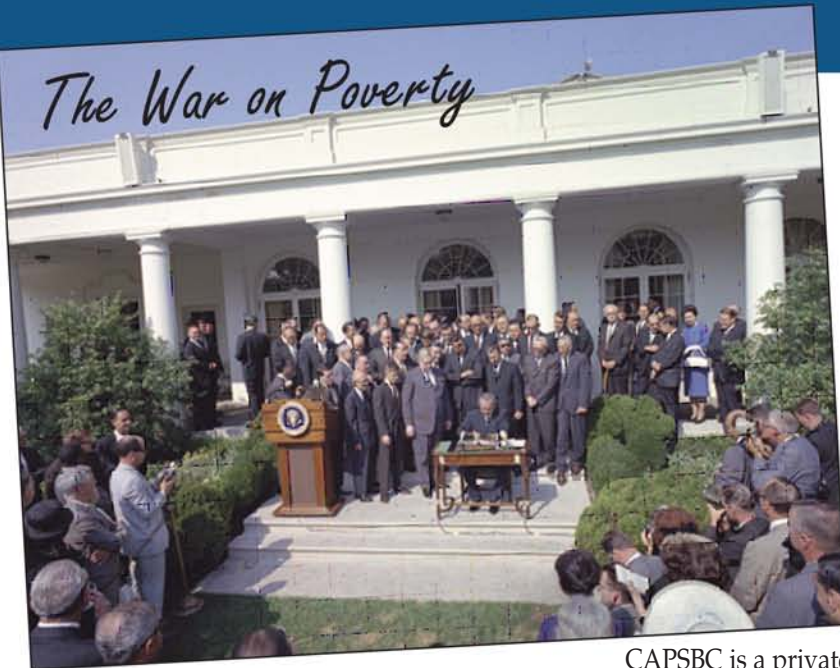
CAB Secretary  
**Al Twine**  
District 5

## LOW INCOME SECTOR

Selected in accordance with democratic procedures adequate to assure they are representatives of the low income in the area served. Must reside in the district they represent. Low-income residents of the district must have involvement in the selection process.



## *The War on Poverty*



## *The History of How We Began...*

The War on Poverty: Stemming from a decision made in November 1963 to pursue a legislative agenda that economic advisers to President John F. Kennedy had planned, the War on Poverty consisted of a series of programs in the areas of health, education, and welfare that Congress passed in 1964 and 1965. When President Lyndon Johnson declared an “unconditional war on poverty” in his 1964 State of the Union address, he referred to federal aid to education and medical care for the elderly as important parts of that war.

CAPSBC is a private non-profit public benefit corporation with a 501(c)3 status. CAPSBC was established in 1965 as a result of the Economic Opportunity Act of 1964. CAPSBC is the designated “Community Action Agency” for San Bernardino County by the State of California and is one of the 1,100 Community Action Agencies nationwide.

## *Our Vision for the Future*

**By 2021, CAPSBC will be the premier social services agency that eliminates the effects of poverty, by empowering people to obtain the knowledge and skills to achieve self-reliance and economic stability... one life at a time.**

Since 1965, CAPSBC has been developing and implementing programs that address the most crucial needs of low-income residents in San Bernardino County.

CAPSBC administers various programs and services to the low-income population under a variety of government and private funding sources. The primary grant is the federal Community Services Block Grant (CSBG), which is administered through the State Department of Community Services and Development.

CAPSBC is charged with serving over 800,000 low-income families and individuals, elderly, homeless and disadvantaged residents of San Bernardino County each year. CAPSBC delivers services to 78 San Bernardino County cities and communities.

Today, CAPSBC, as one of the largest non-profit human services agencies in San Bernardino County, continues to be a leader in providing resources and opportunities to low-income individuals and families to improve their lives, contribute to their communities and offer a return on investment for our communities, cities and counties.





# American Recovery and Reinvestment Act

CAPSBC received an allocation of \$4,176,902 from the American Recovery and Reinvestment Act Community Services Block Grant (ARRA CSBG). This one-time investment was awarded to CAPSBC, contingent on the development of a Local Plan, to assist the low-income citizens of San Bernardino County who were struggling to maintain employment, food and shelter for themselves and their families during the worst economic downturn experienced in the United States since the Great Depression.

In March 2009, CAPSBC developed a Local Plan which was a combination of the expansion of existing internal programs, the addition of new programs, and a community collaboration working with local non-profit agencies, school districts and faith-based organizations to deliver services to as wide a geographic area of the county as feasible. The projects focused on Asset Development, Emergency Food Network Expansion, Emergency Crisis Intervention, and Fund Development.

## Internal Programs

### ASSET DEVELOPMENT

The mission of CAPSBC has been to help empower low income residents of San Bernardino County to achieve self-sufficiency. In 2010, the Asset Development Program was able to expand its services due to the ARRA/CSBG funding. The outcomes of the programs helped many members of the community and has stimulated the local economy. The program consists of the Individual Development Accounts (IDA) Program and the Volunteer Income Tax Assistance/Earned Income Tax Credit Program.

#### Individual Development Accounts (IDA)

Individual Development Accounts (IDA) had 157 households participating in the program which provides a two-to-one cash match for participant savings up to \$2,000, resulting in a \$6,000 return which clients can use to purchase a home, start a small business, or to further their education.

24 participants graduated from the IDA Program during 2010. 12 purchased homes; 3 started a business; and 9 pursued post-secondary education.

#### Volunteer Income Tax Assistance (VITA) & Earned Income Tax Credit (EITC)

The VITA Program is a free tax preparation program for low to middle income residents of San Bernardino County. Tax credits such as the EITC can result in refunds that clients can use to save for the future.

CAPSBC and the San Bernardino County EITC/VITA Coalition held a series of financial literacy workshops in 2010 to talk about EITC, free tax preparation services, asset development, and financial success.

6,699 tax returns were e-filed at 33 sites during the 2010 tax season resulting in \$5,949,115 in federal refunds to low-income residents of San Bernardino County, including \$1,576,077 in EITC.



EITC/VITA Financial Education Event at the National Orange Show in San Bernardino. A representative from the IRS presented information about the earned income tax credit.



## EMERGENCY FOOD NETWORK EXPANSION

### Kidz Fuel - Snack Pack Program

This project, operated by CAPSBC in collaboration with local non-profit agencies and four school districts throughout the county, provided weekend snack packs to school children who qualify for free and reduced-price lunch.

### 1,095 students receive backpacks full of food every Friday

1,095 students (grades K-12) receive a two-day supply of nutritious food each Friday during the school year. 43 school sites throughout San Bernardino County are served.

This well-received program was able to continue after the ARRA funding ended by securing private funding sources.



Examples of the kinds of nutritional foods that are put into backpacks each Friday for kids grades K-12.

### Food Network Expansion

### 34 New Food Pantries & 13 New Soup Kitchens Served

This project expanded the number of food pantries and soup kitchens in the San Bernardino County Food Network. Under ARRA funding, CAPSBC was able to add 34 new food pantries serving an estimated 22,382 households. An additional 13 soup kitchens were also added to serve 29,604 hot meals.

## EMERGENCY CRISIS INTERVENTION

The poor economy brought many needy persons to the doors of CAPSBC for Emergency Crisis Intervention. ARRA funds increased the amount of services CAPSBC was able to provide to more clients in need. Emergency services were increased by the following amounts:

### 3,598 families received emergency services

These families were given rent or mortgage assistance, car or home repair and medical care, temporary shelter via motel vouchers, transportation assistance, and clothing.

## FUND DEVELOPMENT

AmeriCorps VISTA is the national service program designed specifically to fight poverty. Founded as Volunteers in Service to America in 1965 and incorporated into the AmeriCorps network of programs in 1993, VISTA has been on the front lines in the fight against poverty in America for more than 40 years. VISTA members commit to serve full-time for a year at a nonprofit organization or local government agency. Beginning in late 2009 and through the fall of 2010, CAPSBC hosted two VISTAs, Robert Sugitachi and Manuel Elias.

In the course of their one-year assignment, the VISTAs focused on private foundation, corporate and federal grant opportunities. Additionally, they monitored the fiscal and programmatic activities of selected delegate agencies that were supported by Local Stimulus funds. Due to their efforts, CAPSBC had strong results in both fundraising and program outcomes for delegate agencies.



At Desert Manna Ministries, ARRA funding made it possible for 560 clients to receive food boxes, and 48,863 meals were served.



Hot meals are served up to the needy at a soup kitchen supported with food donated from CAPSBC.



The long lines of people looking for assistance start forming before the sun rises. Here a group waits in front of the CAPSBC building to apply for emergency rent assistance and any other help they can find.





# Community Collaborations



Ralphie Castenada received occupational training from the Center for Employment Training.



A Community Garden at the Greater Faith Grace Bible Church was part of the food network expansion.

## TOTAL ECONOMIC IMPACT OF ARRA FUNDS IN 2010

**10,921 Unduplicated Clients Served**

**90 Jobs Created or Retained**

**\$4,176,902 ARRA CSBG Funds Expended**

## PROGRAMS & SERVICES PROVIDED BY ARRA DELEGATE AGENCIES

### Financial Literacy

Arrowhead United Way: Financial Literacy Program

Time for Change Foundation: Financial Education Program

Hearts and Lives: Financial Literacy Through Life Skills Case Management

### Asset Development

Inland Empire Women's Business Center: Small Business Expansion Project

### Food Network Expansion

Catholic Charities of San Bernardino & Riverside: San Bernardino, Ontario, Apple Valley Food Network Expansion

Desert Manna Ministries: Barstow Food Network Expansion

House of Prayer Gospel Outreach: Rialto Food Network Expansion

Greater Faith Grace Bible Church: Community Garden and Food Network Expansion

Inland Counties Health Systems Agency: Adelanto Community Toolbox Food Distribution

High Desert Domestic Violence: Victorville Food Network Expansion

Westside Community Services Center: Bread for Life

### Youth Training & Employment

California State University San Bernardino Foundation: Youth Employment and Services

Center for Employment Training: Youth Occupational Skills Training

Young Visionaries Youth Leadership: Youth Job Focus

Priscilla's Helping Hand: Pharmacy Lab Technician Training Program

Youth Action Project: Work Readiness Program

California State University San Bernardino Foundation: Community Re-entry Program

PAL Center: Lift Up a Youth Building & Construction Skills Training

Black Voice Foundation: Inland Empire Opportunity of a Lifetime Program

Inland Counties Health Systems Agency: Community Tool Box Youth Employment Preparation Program

Desert Manna Ministries: Thrift Store

Life Changing Mentor Program: Youth Mentoring



# ARRA Successes!



Graduates of financial literacy programs at Time for Change Foundation learned how to empower themselves by learning to save and manage their money wisely.

## Time for Change Foundation Provides Community Empowerment Through Financial Education

*It comes as no surprise to hear that Americans are struggling through these tough financial times. With unemployment rates on the rise, saving and money management are more important than ever.*

*Time for Change Foundation's twelve-week financial education and money management workshop titled, "It's Your L.I.F.E. – Lessons in Financial Education – Show Me the Money" is a lifesaver that empowers those within the community towards fiscal responsibility and conservatism.*

*With over 80 participants enrolled in the class on average, the free course was designed to help individuals and their families get out of debt, repair their credit score, and help break the cycle of poverty while educating participants with strong money management principles.*

*Kenya Tapscott, one of the course's many graduates stated, "On a scale from 1 to 10, I used to be about a 2 when it came to saving my income. After taking this class I am proudly now at an 8."*

*The ARRA stimulus package, which filtered through Community Action Partnership of San Bernardino, allowed them to support this wonderful effort. Time for Change Foundation has received outstanding evaluation results and are so determined to make sure that everyone in the Inland Empire has access to financial information that can change the course of their lives. Empowerment!*



PAL Center graduates participated in youth building & construction skills training. CAPSBC delegated ARRA funding of this project which resulted in 8 people gaining employment in the construction trades.



The Inland Empire Women's Business Center is located on the scenic campus of California State University, San Bernardino.

## Inland Empire Women's Business Center

*The Inland Empire Women's Business Center (IEWBC) is a program of the Inland Empire Center for Entrepreneurship at Cal State San Bernardino in partnership with the U.S. Small Business Administration. The IEWBC's goal is to benefit the local economy by assisting existing and aspiring business owners to start and grow successful businesses. The organization accomplishes this goal by providing business counseling, training and mentoring services.*

## The Small Business Expansion Program

*Thanks to the American Recovery & Reinvestment Act of 2009 in cooperation with the California Department of Community Services & Development and Community Action Partnership of San Bernardino County, the IEWBC was able to offer the Small Business Expansion Program (SBE Project). Through the SBE Project, financially disadvantaged entrepreneurs were able to access vital information and targeted business assistance.*

*Each business accepted into the program received an online assessment, a small business checkup and were given the opportunity to enroll in an array of business workshops. The small business owners also received more than 400 hours of targeted one-one-one business counseling with industry experts.*

*The IEWBC recruited a total of 30 business owners. These business owners created 28 new jobs and retained 81 existing jobs. In addition, 8 businesses reported increased sales compared to the same period last year as a result of the program and 6 businesses reported decreased monthly expenses as a result of the program.*



CAPSBC also designated ARRA funding to the Life Changing Mentor Program which trains mentors to be paired with children of incarcerated parents. 9 mentors completed training and were assigned to the children in need.



Community Action  
ARRA at Work

## COMMUNITY ACTION PARTNERSHIP OF SAN BERNARDINO COUNTY

# Programs and Services



### **FAMILY DEVELOPMENT**

**Asset Development**

**Homeless Prevention and Rapid Re-Housing**

**Transitional Housing**

**Free Tax Preparation**

**Earned Income Tax Credit Initiative (EITC) /**

**Volunteer Income Tax Assistance (VITA)**

**Youth Programs**



### **FOOD BANK**

**USDA & Salvaged Food Distribution**

**Soup Kitchen Food Distribution**

**Kidz Fuel - Snack Pack Food Distribution**

**Volunteer Opportunities**



### **ENERGY, EDUCATION & ENVIRONMENTAL SERVICES**

**Home Weatherization**

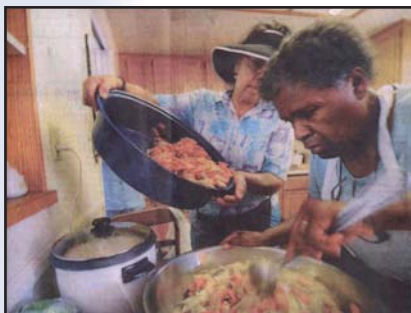
**Lead Abatement**

**Appliance Replacement**

**Weatherization Training Center**

**Utility Assistance**

**Energy Education**



### **HOMELESS MANAGEMENT INFORMATION SYSTEM**

**Software Application System for storing and reporting homeless client information.**



# About the People We Serve

## SAN BERNARDINO COUNTY INFO & STATISTICS

San Bernardino County is a uniquely diverse region of California. It is the fifth biggest county in the state in terms of population and the largest in the contiguous United States in terms of land mass, covering 20,052.50 square miles.

The US Census Bureau reported that in 2010, San Bernardino County had a total population of 2,035,210. Since 2000, San Bernardino County's population has grown by approximately 20%.

The new face of poverty in San Bernardino County includes working families that have fallen on hard times due to reduced hours and job loss. In 2010, 17.5% of people (or 360,183) were in poverty. 25% of related children under 18 years of age were below the poverty level, compared with 12% of people 65 years and over. 14% of all families and 36% of single female head of household families (no husband present) had income levels below the poverty level.

The number of people receiving Food Stamps rose 25% in 2010 making the total number on CalWORKS at 21%. Those receiving cash assistance rose by 11% in 2010 bringing the total number receiving this benefit to 33% of the county population.

CAPSBC has experienced a 30% increase in requests for emergency services, such as rental assistance, motel vouchers, and food and utility assistance.

At the end of 2010, unemployment in San Bernardino County reached 13.7% (State of California Employment Development Department, January 2011) compared to 13.6% in 2009 and 10.3% in 2008.

As a result of high unemployment, enrollment is rising in major public assistance programs. The San Bernardino County Transitional Assistance Department reported the number of residents receiving public assistance increased from one in five to one in four, and two-parent families on assistance increased by nearly 68%.

The national home foreclosure crisis and accompanying effects have impacted San Bernardino County. According to the



Mortgage Bankers Association National Delinquency Survey, 90-day delinquencies in San Bernardino County increased by 13.5% in the third quarter of 2009. A total of 6,384 residential properties in San Bernardino County had foreclosure actions in January 2010.

In 2009, San Bernardino County had a total of 689,103 housing units, 14% of which were vacant. The median sale price of an existing single family detached home in San Bernardino County was \$140,000 in July 2009, down 39.1% since July 2008.

Affordability for rental units in San Bernardino County is a significant problem for many low-income households. The Fair Market Rent for a one-bedroom unit the County would take 229% of the wages of a minimum wage earner.

Poverty according the US Census Bureau American Community Survey for 2010:

- The poverty rate in San Bernardino County is 17.5% compared to 15.5% in California.
- 40% of people 16 years and older did not work at all in 2010.
- Of those living in poverty, 24.7% are children under the age of 18 years.
- 1 out of every 5 people in the County is struggling to make ends meet.
- San Bernardino County's per capita income of \$20,825 was lower than the state and national averages and all peers compared.



# COMMUNITY ACTION PARTNERSHIP OF SAN BERNARDINO COUNTY PROGRAMS & SERVICES IN THE NEWS:

## THE PRESS-ENTERPRISE

INLAND SOUTHERN CALIFORNIA'S NEWSPAPER

12-3-10

### Food bank g

SPECIAL TO THE PRESS-ENTERPRISE  
Medical assistant students from Four-D College's Cotton campus will create a holiday tradition when they volunteer at the San Bernardino County Food Bank on Tuesday.



## The Inland Empire Weekly

1-21-10 Features, Lifestyle & News

\$5,000 EITC Refunds

### CAP Offers Free Tax Preparations

## THE SUN

10-10-10

### Poverty hits suburbs hard

Money is slow to catch up to growing need

By Hope Yen The Associated Press

WASHINGTON — The American suburb is no longer a refuge from poverty in cities. Neither is the Inland Empire. A pair of analyses by the nonprofit Brookings Institution paints a bleak economic picture for the 100 largest metropolitan areas over the past decade and in coming years, and finds that suburbs now are home to one-third of the nation's poor, and rising.

The study of census data finds that since 2000, the number of poor people in cities has declined by 1.5 million. The number in suburbs has risen by 1.5 million. The number in the same time period in the suburbs has risen by 1.5 million. The number in the same time period in the suburbs has risen by 1.5 million.



Warehouse workers at the Community Action Partnership Food Bank in San Bernardino last year distribute food donations to be given out at churches. The Inland Empire has seen some of the nation's fastest growth in poverty.

## The EL CHICANO Weekly

Features, Lifestyle & News You Can Use!

8-12-10

### 80 youth enjoyed summer camp in SB mountains

80 very special children participated in the Community Action Partnership of San Bernardino County (CAPSBC) Summer Camp Program July 26-30, 2010. The children spent 4 nights and 5 days in the San Bernardino Mountains at Camp Nakawaka. The camp is located in the San Bernardino National Forest near Barton Flats. It is adjacent to the Mount San Geronimo wilderness area and sits at an elevation of 6,860 feet.

CAPSBC believes every child should have the chance to go and interact with other children, develop social skills, and experience nature. CAPSBC supplied sleeping bags, backpacks, flashlights, and hygiene items that the children needed. Parents talked about how grateful they were that their children were given the opportunity to participate.

For over fifteen years, CAPSBC's Family Development Program has coordinated this total 680 kids camping over the years. The children are identified through referrals from other agencies. Every camper is carefully screened for any special needs. This program is made possible through the Community Services Block Grant (CSBG) under the American Recovery and Reinvestment Act of 2009.



Children participating in the CAPSBC Summer Camp Program.

## Precinct Reporter

news@precinctreporter.com

The Community's Newspaper - Serving Riverside County, Eastern Los Angeles County & San Bernardino County

Thursday, June 17, 2010 Vol. 49, No. 1

### School Backpacks To Be Full Again With "Kidz Fuel - Snack Pack" Program



The program is designed to provide nutritional snacks to low-income students. Each Friday, an ordinary backpack will be stuffed with enough ready-to-eat snacks for 2 breakfasts and 2 lunches, plus educational materials to help the household identify and apply for all the social services for which they are eligible. The backpack is due returned the next week to be restocked. The food items provided will be nonperishable, easy-to-prepare items such as cereal, peanut butter, bread, tortillas, crackers, sun-dried tomatoes, granola bars, Easy Mac and Cheese, fruit cups, juice, shelf-stable milk, and water.



## DESERT DISPATCH

WEDNESDAY, JULY 21, 2010

### Low-income residents given energy-efficient home upgrades

BY AARON DOME

income requirements. Water heaters and pipes were wrapped with insulating material and old appliances were hauled away for recycling. The effort was coordinated by the Community Action Partnership of San Bernardino County and the Housing Authority of San Bernardino County.

### ENERGY

FROM PAGE 1

and was funded entirely by stimulus dollars. The work was performed by CAPSBC's in-house staff and materials were purchased through a bid process. No materials were purchased from local firms.

Newcomb said a house receiving energy-efficient improvements would be eligible for a case-by-case basis to see what new appliances or repair work would be performed.

"We evaluate each home with a pre-inspection and see what can be done to improve energy efficiency," Newcomb said.

## THE PRESS-ENTERPRISE

INLAND SOUTHERN CALIFORNIA'S NEWSPAPER

4-13-10

### Food in demand, fewer donations

TIMES: In a down economy, some companies are cutting back on contributions.

BY PETER SUROWSKI SPECIAL TO THE PRESS-ENTERPRISE

Donations are down and demand's up," said Geri Wilson, a supervisor for the San Bernardino Food Bank. Wilson stood among the 15-foot-tall racks of food boxes in the organization's 30,000-square-foot warehouse. From here, the nonprofit food bank distributes to community pantries and soup kitchens in San Bernardino County.

But the job has been tough lately, he said. "They're asking for an increase in food, but the food's just not there," he said.

Overall, donations are off



MARK ZALESKI



## FAMILY DEVELOPMENT

# Asset Development

The goal of Asset Development is to help low-income families build long-lasting assets for the future.

The Individual Development Account (IDA) program is a cash matched savings program where families can save to obtain assets that help them become economically stable. Families that obtain appreciating assets have more options in life and can pass on the status and opportunities to their children.

The CAPSBC Individual Development Account program began in 2005. The program provides a two-to-one cash match savings account where each participant saves up to \$2,000 and CAPSBC matches this amount with \$4,000 resulting in \$6,000 which the client uses to either purchase a home, start or expand a small business or further their education.

There were 157 households participating in the IDA program in 2010. 24 participants graduated in 2010 and purchased 12 homes, started 3 businesses and 9 pursued a post secondary education.



*Keisha M. entered the IDA program with an asset goal of a Post Secondary Education. She was a hard working, single 30 year old looking to improve her life through education.*

Keisha encountered several long and unfortunate setbacks in trying to get her IDA savings account open, but she displayed remarkable perseverance and continued to strive towards her goal. Once her account was set up, Keisha enrolled at San Bernardino Valley College to complete her undergraduate courses, however her long term goal was to become an Licensed Vocational Nurse (LVN). Keisha then enrolled in Four-D College where she began her studies to become an LVN.

In January 2010, Keisha successfully passed the LVN State Board Exam and earned her credential as a Licensed Vocational Nurse.



*Cynthia R. had seen her share of difficulties being recently widowed and losing her mother whom she was very close with. In addition, unfortunate family circumstances also lead to her becoming the guardian and primary caretaker for her 6-year old cousin.*

*At the time she was living in a very small 1-bedroom duplex on the west side of San Bernardino in an area known for crime and gang activity.*

*She was determined to remain strong. She applied and was selected into the Individual Development Accounts (IDA) program in Feb. 2009. She completed Neighborhood Works Homebuyer Education and Financial Fitness seminars in addition to her mandated series of 15 workshops. She opened her IDA Savings account and eventually put away \$2,000.*

*It took ten months of difficult searching for an acceptable home within her pre-approved price range, but she finally was able to find her dream home on Dec. 9, 2010.*

# Homeless Prevention and Rapid Re-Housing

This program is called "Housing Strides" and was supported by ARRA funding and a contract from the County Department of Community Development and Housing. It has two components; homelessness prevention and rapid re-housing. This program provides rental assistance to prevent eviction and homelessness for up to 18 months not to exceed \$3,000 and utility assistance for up to 18 months not to exceed \$1,800. The contract pays up to 50% and the client pays the balance.

Clients selected to participate in this program are those who have been impacted by the economy; for example, someone in their household has lost a job; their hours have been cut; there has been an illness or hospitalization; a death in the family - anything that has impacted the household income. The assistance is a hand-up until they are able to return to work or obtain a new job. It is meant to prevent homelessness.



Obershaw House in San Bernardino, seven spacious apartment units are set up for transitional housing and an additional unit is set up as an office and resource center.

*Robert, Lisa and their 2 children came to Community Action Partnership of San Bernardino County in 2007. They walked in seeking emergency assistance after they had lost their home due to the father being laid off. The family had taken to sleeping on the floor of a family member's living room and their lives had really fallen apart. The family was provided emergency food and gas cards and was interviewed and accepted into the Family Development Passport Program.*

*While in the Passport Program the family became more stable and began looking towards their future. While in the Passport Program, both parents enrolled in Adult Education classes. The family was then referred to the Obershaw Transitional Housing Program where they began the journey towards self-sufficiency.*

*The family moved into Obershaw House in 2008. During the next 23 months they made steady strides. Robert was the first to get his GED and Lisa soon followed. Lisa then enrolled in The University of Phoenix to obtain her BA in Business Administration. They all worked together to regain what had been lost. Robert gained employment as a Loss Prevention clerk and Lisa worked two part-time jobs while attending college. The children were able to attend*

*the Summer Camp program through CAPSBC and they made good progress in school thanks to the comfort of stable housing while in the program.*

*The family left Obershaw Transitional House in April of 2010. They moved into permanent housing through yet another Community Action partnership program known as Homeless Prevention and Rapid Re-Housing Program (HPRP). The family has remained in stable housing since leaving the Obershaw Program. Their journey continues, though the family has stated that without CAPSBC the road to recovery would have been much more difficult.*

*On a very hot day in June 2010, a family of husband, wife (pregnant) and 2 year old child, came to the Family Development Program seeking assistance for anything and everything. They had fled Los Angeles the night before due to a violent incident. They had only the clothes on their backs, no documents and no hope. They had walked to the local TANF office, but were turned down due to lack of documents and identification. TANF referred the family to CAPSBC for possible assistance.*

*During their wait to be seen by a CAPSBC Family Development Specialist, the stress and frustration of the day began to overflow and the couple began arguing. The tension was extremely high and*



continued on next page...



**Obershaw House Success Story**

Lisa and two children were given shelter and time to recover from her husband's job loss that devastated the family.



# Earned Income Tax Credit

## \$1 Billion in Tax Money Unclaimed in California Each Year

The IRS estimates that 24.9% of qualified recipients do not file for the EITC credit and the result is Californians miss out on \$1 billion dollars every year. It's not just families and individuals losing out. These lost dollars fail to stimulate our local, regional and state economies which are sorely in need.

In an on-going effort to help people address this issue and other financial topics, CAPSBC and the San Bernardino County EITC/VITA Coalition presented a series of free financial education events. Several workshops were offered to talk about EITC, Free tax preparation services, asset development, and financial success.

The VITA program offers FREE tax preparation services for San Bernardino County residents with a qualifying income of \$50,000 or less. In 2010, this program prepared 236 tax returns at no charge, resulting in \$286,142 in Federal refunds, of which \$141,678 was EITC.

Right: EITC packages of flyers, posters, bookmarks and other information resource material was sent out to San Bernardino County & City Libraries.

Below: Flyers and posters in English and Spanish were distributed to all 31 county libraries. Here a flyer is displayed on the countertop of the Lewis Library & Technology Center in Fontana, CA.



A financial literacy event was held at the National Orange Show in San Bernardino. A representative from the IRS spoke about the Earned Income Tax Credit.



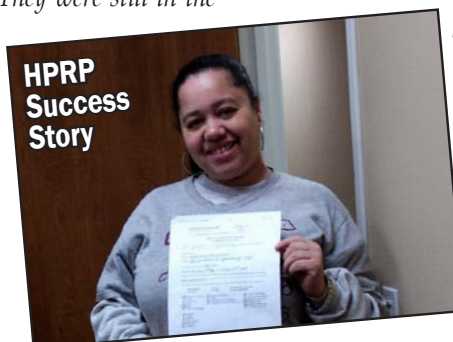
Many people who participated in the free tax preparation program through VITA were San Bernardino County senior citizens.

...continued from previous page

the husband was taken to receive some medical help. The lady and young child remained at CAPSBC and were then placed in a motel, provided food vouchers, bus passes and a clothing card. Once the husband received the help he needed, he re-joined his family at the motel. The family remained at the motel until housing was found and CAPSBC assisted them with part of the first month's rent.

Follow up with the couple has revealed that the young family is doing well. The husband found a job and went back to school. They were still in the apartment that CAPSBC had helped them obtain and the young lady had delivered a healthy second child.

The family stated that without the help of CAPSBC, they would hate to think what their fate might have been. They had been faced with homelessness and the break up of their family, but thanks to the assistance of CAPSBC, they have become stable and self-reliant.

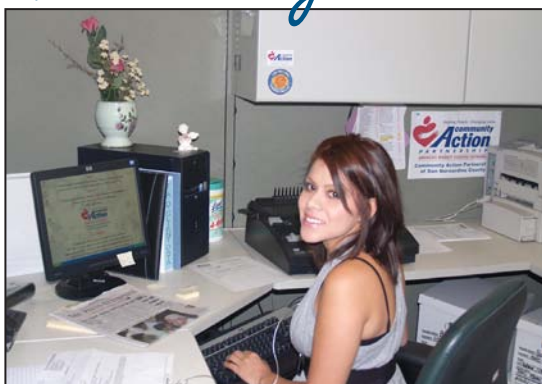


Michelle V. is a single mother with two dependents ages 15 and 12 who entered the HPRP Housing Strides Homeless Prevention Program on August 9, 2010. At the time, she was in need of rental and utility assistance because two of the clients that Ms. V worked for passed away, her part time hours were minimum and she had received a three-day notice to pay or quit. She had recently separated from her husband, and worked part-time as a care provider while attending school for Medical Billing.

She qualified for Cash Aid and Food Stamps and with the assistance of the HPRP Housing Strides Program, she was able to remain in her home and continue her school while working part-time. Once she completed her schooling, the Family Development Program financially assisted her with her fingerprints and background check to start her internship. She graduated from the HPRP Housing Strides Program in December 2010 and began working full-time.

# Youth Programs

## Summer Youth Participants Receive On the Job Training At CAPSBC



Summer youth workers helped with many tasks including providing clerical support for the Administration Division of CAPSBC.

As another year rolled in, CAPSBC welcomed a new round of summer youth from the Bethune Center. The youth, ages 17 through 20, were eager to learn new job skills and gain work experience opportunities in areas improving their job prospects for future employment. The arrival of youth was just in time to obtain job training skills through CAPSBC's in-house programs, such as the Food Bank program, as it engaged in food drives; the Energy, Education and Environmental Services Program; the Family Development Program; and the agency's Administration and Fiscal division.

As the youth were indoctrinated to the proper work ethics and standard operating procedures, many were able to quickly transition into the job environment. Others learned various elements of job practices, such as dress, behavior, and developing an understanding of how the agency's programs work for the overall benefit of the low-income population.

As the training progressed, CAPSBC's youth gained valuable job experiences ranging from inventory procedures, warehouse operations, sorting and packing food items for the Food Bank Program; to being introduced to computer operations, ledger activity, use of office equipment, invoice/billing procedures, and clerical support in the Fiscal and Administration Divisions.

At the conclusion of CAPSBC's 2010 summer youth program, when most youth were thinking about returning to school, or reflecting on the possibility of applying for a real job, CAPSBC is proud to once again honor its commitment of "Helping people, and Changing Lives."

# Summer Camp

## 80 Kids Enjoyed A Trip of a Lifetime at Summer Camp

The experience of summer camp is one to treasure throughout our lives. CAPSBC believes every child should have a summer camp experience where they can interact with other children, develop social skills, and experience nature. For low-income children, however, that experience can be out of reach. That is why for more than fifteen years, CAPSBC's Family Development Program has coordinated a Summer Camp project for low-income, homeless, or disadvantaged children.

This year, 80 kids were sent to camp from July 26-30, 2010. The children participating in CAPSBC's Summer Camp Program enjoyed 4 nights and 5 days in the San Bernardino Mountains at camp Nawakwa. The children made fun memories while having the opportunity to hike, take nature walks, go canoeing, and learn archery. Other activities included swimming, wall climbing, cooking outdoors, arts and crafts, singing, playing games, and having lots of fun making new friends. The day the campers depart for camp is always a mixture of emotions. The children are excited, but also a little reluctant to leave their families for a whole week. But they are enthusiastic and ready to experience this new adventure. As the bus leaves the parking lot, parents often tell us how grateful they are that their child was given the opportunity to participate. And when the children return five days later, each one has a story to tell.

A grant from the Los Angeles Times Family Fund - a fund of the McCormick Foundation, supplements CAPSBC's funding to pay for the tuition. Additional funding through ARRA/CSBG allowed twice as many kids to attend camp in 2010. CAPSBC supplies sleeping bags, backpacks, flashlights, and hygiene items that the children will need. Every camper is carefully screened for any special needs they may have.



Greetings from Camp Nawakwa - Camp Fire USA organizes the youth camping experience in the beautiful San Bernardino mountains.



Two new camp friends share a happy moment together after returning from their adventure.



# Food Bank

Established in 1984, the mission of the CAPSBC Food Bank is to combat hunger and malnutrition in San Bernardino county by distributing healthy food to the needy and advocate for supportive policies and legislation that will help eliminate hunger. The CAPSBC Food Bank is the largest emergency food provider in San Bernardino County distributing over 100 million pounds of food with an estimated value of \$95 million. The Food Bank is the designated United States Department of Agriculture's designated surplus food distributor for which there is only one location of this kind designated by the USDA per county. Food is also donated to the food drives and salvaged food operations.

## Food Distribution

- Assisted 363,519 households with USDA/Salvaged Foods
- Distributed a total of 9,797,744 pounds of food valued at \$ 11,249,677 (an increase of over 2 million pounds over 2009)
- Supplemented 797,172 pounds of USDA/Salvaged Foods to Soup Kitchens/Congregate Feeding Sites
- The Soup Kitchens served 771,033 meals
- Partnered with 327 Charitable and non-profit agencies to distribute food:
  - ~ USDA Food Sites -127
  - ~ Salvaged Food Sites – 51
  - ~ Soup Kitchens - 33

## USDA Agency Orientation Workshops

The Food Bank conducted three USDA Agency Orientations at Gate Church in Victorville, Yucca Valley Community Center and at the Food Bank Warehouse. The orientation covered CAPSBC mission and history, organizations structure, eligibility criteria for recipients, distributions, guidelines, procedures and reports, agreement between the Food Bank and Agency, responsibilities of sites coordinators, swipe card program and other questions they may have.

## Holiday Food Baskets

CAPSBC partnered with 51 non-profit agencies to distribute 5,136 Thanksgiving Baskets and 65 non-profit agencies to distribute 8,684 Christmas Baskets for a total 13,820 holiday baskets with 403,420 pounds of food in the baskets. CAPSBC distributed more holiday baskets than any other agency in San Bernardino County.

## Volunteers and Volunteer Hours Donated To CAPSBC Food Bank

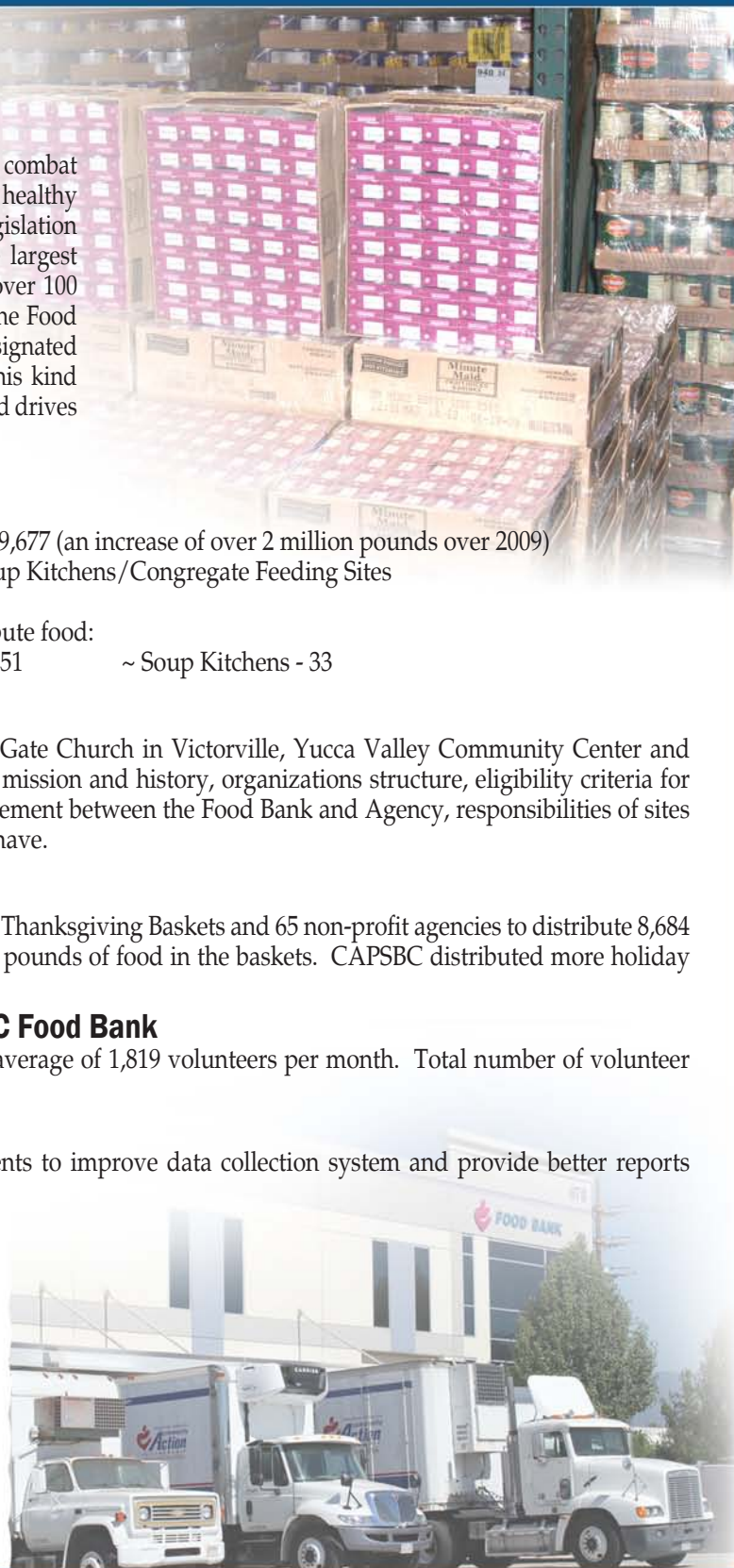
The CAPSBC Food Bank maintained a volunteer work force on average of 1,819 volunteers per month. Total number of volunteer hours for the year 2010 was 106,354.

## Food Bank Swipe Card Project

CAPSBC implemented a Swipe Card Project for Food Bank clients to improve data collection system and provide better reports to State, Federal, and other funding sources. Seventeen USDA food distribution sites agreed to participate in a Swipe Card Pilot Project. The client's information is entered in the database, an ID card is issued and scanned each time they received food at the site. CAPSBC provided the software and hardware (Netbook and scanner) requirements as well as training and technical support to participating agencies. To date, a total of 2164 ID cards were created and provided to pilot sites.

## Capacity Building

The CAPSBC Food Bank purchased a tractor, cargo truck (32 ft. box), two forklifts, a warehouse station/office for staff and two electric pallet jacks.



# Volunteers and Partners



## Fund and Food Drives

The Food Bank received a total of 2,215,637 pounds of donated food and \$76,427.40 in funds.

The list below shows the companies, groups and individuals that supported the Food bank in 2010:

7-up Distribution Center  
A B Miller High School  
Aguilera Trucking  
Ajilon Staffing  
Albertson's  
All Points Services, Inc.  
Alyssa Ramos  
Amanda Gorlick  
Andrea Muro  
Andy Smith  
Arrowhead United Way  
Arturo Allzyne  
Association of Gov't. Accountants  
Azure Hills  
Bernard Morris  
Betsy Carlson  
Bloomington Post Office  
C. Martinez  
Carizme  
Carlton Hair  
CH Robinson  
Charles W./Stella Adkins  
Christina Delaney  
Christina Scott Henderson  
Christine Davis  
Chumpcar World Series  
Citibank  
Citizens Bank Arena  
Coco's (Redland's)  
Coco's (SB)  
Color Me Mine  
Cong. Etz Hadar  
Costco Wholesale

Feed the Children  
County of SB Public Defenders  
Cross Roads Fellowship  
CSUSB  
David Sterling  
De Anza Chapter of the AT&T Pioneers  
Dean Piper  
Deborah Williams  
DK Zypress  
Dorothy Grant  
Douglas Esperanza  
DS Waters  
Ecclesia Christian Fellowship  
Edison International  
Evolution Fresh  
Food 4 Less  
Food Link  
Fresh & Easy  
Global Foods  
Golden State Water Co.  
Helping Hands  
Hendricks Trucking  
Henry's Rancho Cucamonga  
Henry's Chino Hills  
Henry's Corona  
Heritage Distributors  
Horizon Milling  
Imperial Western Products  
Janet Modad  
Kaiser Ontario  
Kaiser Redlands  
Kaiser Fontana  
Karen Fox

Kathy Solis  
KICC Church  
King of America Program  
Kleinfelder, Inc.  
LA Foods  
Life Stream  
Loma Linda University  
LTL EX  
Macy's, Victoria Gardens  
Macy's Corporate Services  
Macy's Foundation  
Macy's of SB  
Mclane  
Michael Romero  
Miller Bros  
More Boxes  
Mt. View Church  
NALC Br. 411  
National Carriers, Inc.  
NDC Warehouse Barilla  
Nick Jones-Vasquez  
Norco Ranch, Inc.  
Northrup Grumman  
Old Grove  
Open Door Ministry  
Pathfinders Mentone  
Pe. Ching Chu  
Pepsi Co.  
R.K. Ogitani  
Raymond Bilbrew  
Rialto Postal  
Sabrosso Chicharones

SB Post Office  
SB County Schools  
SBPEA  
Shirley Dalton  
Sky 26 Driver  
Smackers Delight  
Smart & Final Foundation  
Snow Line Orchid  
Speedway Auto Club  
Stacy Diaz  
State Farm  
State WIC Program  
Mattel Stater Bros  
Steven Aguilar  
Target  
Tetra Tech  
The Rock Church  
University of Phoenix  
Thunder Alley RC Racers  
Thunder Alley RC Raceway  
Tom Dodson & Associates  
Troop 26  
True Line  
TWT Transport  
Tyson Foods, Inc.  
Upland Indo Pathfinders  
URSUS Transport  
Vista Health Care Hospital  
Von's  
Wal-Mart  
Wilson Won  
Yolanda Silvas





# Kidz Fuel - Snack Pack Program

The Kidz Fuel - Snack Pack Program has been a well-received nutritional program for needy children grades K-12 in the San Bernardino County School system. Over 240 volunteers help to make a backpack full of food appear to 1,095 kids each Friday at their school.

This program launched with funding through ARRA/CSBG initiative has since expanded and gained support from private funders.

## How the program works...

Children selected to participate in the Kidz Fuel-Snack Pack program are identified by local school districts and case management organizations as being most in need of receiving food. These children are often homeless or very low-income, many living in motels, garages or sub-standard and overcrowded housing situations where even basic needs such as electricity and water may not be available.

Every Friday, children enrolled in the program pick up a backpack from a trusted staff member to take home for the weekend. The backpacks look like any ordinary backpack, so as to protect the child's privacy and self-esteem. Each backpack is filled with nutritious foods that are high in protein and vitamins. The child then returns the backpack the following Monday to be replenished again for the next Friday.

The schools tell us that children in this program never miss school on Fridays.

## Nutrition & Test Scores

Good nutrition is important for good learning. Research shows that hunger, even in mildest forms, have lasting negative effects on children including stunted growth, fatigue, poor mental health, more social and behavioral disorders. Proper nutrition brings better standardized test scores and better behavior.

Students living in poverty are least likely to benefit from the teaching and learning that is offered in our schools. Being poor means more than not having enough money for food or clothing, it means not being able to gain access to essential school supplies.

According to a recent studies, high school dropouts have higher rates of unemployment, lower earnings, poor health, and increased dependence on public assistance. In the 2009-2010 school year, 21.6% of 9th - 12th grader youth dropped out of high school.

Children living in poverty need community based solutions. They need access to resources that provide them with the tools and skills necessary to guarantee success.



Beverly Powell with Southern California Edison hands out backpacks full of food.



A UPS volunteer delivers the food to school in a UPS truck to give to the children.



Volunteers packing food into bags that will be taken to needy children at school.



A volunteer hauls prepacked food into a delivery truck destined for a school.



Other volunteers pack fresh food into bags to be sent to schools.



Private supporters of the program include San Manuel Band of Mission Indians and Stater Bros. Charities.





The U.S. Department of Housing and Urban Development (HUD) has required that all Continuum of Care applicants demonstrate progress in implementing a Homeless Management Information System (HMIS). HMIS is a software application system designed to record homeless client information. CAPSBC is the HUD grantee responsible for implementing the HMIS for San Bernardino County Continuum of Care (SBC CoC).

## 2010 Highlights

*2010 marks a year of growth in the HMIS program which began in 2006. A total of 10,451 clients were entered into HMIS. This is more than twice as many as in 2009 (4,868 clients). To date, there are 18,844 unduplicated clients in HMIS there are 37 participating agencies.*

- **HUD Pulse Project:** CAPSBC was selected to participate in the Homelessness Pulse Project, designed to help HUD gain a better understanding of the impact the current economic crisis is having on homelessness by collecting up-to-date information on how counts of homeless persons may be changing as the crisis unfolds. Only a select number of Continuums (30 out of 447 Continuums) across the country were selected for participation. The draft report for 3rd quarter was submitted on the November 4, 2010 and the final report was submitted on November 11, 2010.
- **HMIS Renewal Grant:** HMIS was successful in submitting one-year renewal application for 2011-2012
- **CoC 2010 Application:** CAPSBC completed Sections 2A-2I HMIS Implementation under Homeless Needs and Data Collection of Exhibit 1 for the 2010 CoC HUD Application.
- **HUD Annual Homeless Assessment Report (AHAR):** AHAR is a report to the U.S. Congress on the extent and nature of homelessness in the United States. It provides counts of the homeless population and describes their demographic characteristics and service use patterns.
- Data submitted for AHAR 5 was usable and accepted. The overall Bed and Family Utilization Rate was above the benchmark of 65% for each of the four reporting categories. HMIS scored 21 out of 26 giving San Bernardino CoC a total of 85.25 points and received over \$6 million in HUD's homeless assistance funding.
- CAPSBC is participating in AHAR 6
- **Homeless Prevention and Rapid Re-housing Program:** HPRP grantees are required to utilize HMIS as part of the data collection system and have signed a memorandum of understanding with CAPSBC. These agencies include: Cathedral of Praise, Water of Life, High Desert Domestic Violence, Family Services Association of Redlands, Catholic Charities, House of Prayer, Inland Temporary Homes, Mercy House and the San Bernardino County Department of Community Development and Housing.
- CAPSBC provided assistance and technical support in the preparation of Quarterly Performance Reports and Annual Performance Report.
- **Interagency Data Sharing:** Implemented to ensure that client's immediate needs as well as long term needs are being met and agencies are not providing duplicated services HUD prefers that service providers within the same Continuum of Care share not only Central Intake information but Program and Service types.
- Of the 37 HMIS participating agencies, 22 agencies have agreed to share program level information.
- **HMIS Integration with Mainstream Services:** Transitional Assistance Department of San Bernardino County began submitting in June 2010 very basic data on clients in Excel format. This integrated data represents the households they serve with Emergency Shelter Vouchers. TAD issues over 200 vouchers monthly.
- **Community Development Block Grant Grantees Participation in HMIS:** The following cities have agreed to mandate the use of HMIS to CDBG and Emergency Solution Grant (ESG) grantees:
  - City of San Bernardino
  - City of Chino
  - City of Apple Valley
  - City of Rancho Cucamonga
  - City of Hesperia
  - City of Victorville



# Energy Education and Environmental Services



The Energy, Education and Environmental Services Program (EEES) - No Cost Home Weatherization Program was created to assist eligible low income customers by installing energy conservation measures that will reduce utility costs and conserve energy. Residents eligible for the Weatherization Program include single-family homes, condominiums, and multi-family homes, such as apartment complexes. This program is available to homeowners and renters who meet the income guidelines.

This is the agency's largest program in terms of staffing and contracts operated. Client assistance activities fall into one of four categories: Weatherization, Appliance Repair or Replacement, Utility Assistance and Lead Hazard Control.

## 2010 Accomplishments

- 7,409 homes received weatherization services, including attic insulation, duct wrap, hot water heater blankets, low flow shower devices, caulking, door weather-stripping, water heater pipe wrap, switch and outlet gasket covers, evaporative cooler cover, furnace filter replacement and signal device, set back thermostat and minor home repairs if necessary to help stop air filtration and improve energy efficiency.
- 2,897 appliances installed. Typical appliance replacement includes refrigerators and ovens, hot water heaters, furnaces, evaporative coolers and air conditioning units.
- 85 were successfully made lead safe through the Lead Hazard Control program which has been largely made possible through the American Reinvestment and Recovery Act of 2009. Target homes are identified as pre 1978 residential single/multi-family dwelling places where children under six years old reside in or who frequents the premises, where applicants meet current median income requirements and whose property owners agree to pay a small matching contribution for services rendered, e.g. paint stabilization, component enclosure, removal or replacement.





## Weatherization Training Center

In August 2008, the CAPSBC training center launched the First ever Southern California Basic Weatherization training class. The training center teaches workers to "Weatherize" homes to make them more energy efficient under the auspices of the US Department of Energy's Weatherization Assistance Program for Low-Income Families. The training center was originally intended to train new and existing CAPSBC staff for work in the field while providing training opportunities to other weatherization service providers within the state of California.

In January 2009 CAPSBC hosted an Open House to officially introduce the new state-of-the-art Weatherization Training Center to the people of San Bernardino County and the state of California.

The interest in the training classes became so popular that CAPSBC has to double the capacity of its training center. The courses offered at the training center consist of Basic Weatherization, Combustion Appliance Safety & Duct Shell & Sealing / Blower Door training classes. We are hoping to one day add additional trainings like the Minor Home Repair. As new innovations are introduced to the weatherization program, the training will be expanded to integrate new technologies and weatherization techniques.

Since the training center opened in 2008, CAPSBC has partnered with a few different agencies. CAPSBC has trained many students from the PACE Westlake Workforce development, San Bernardino Community College District / San Bernardino Employment resource center. The students are those receiving Unemployment insurance through the State of California. Students go through a 3-6 week training program in Basic Weatherization, Combustion Appliance Safety & Duct Shell & Sealing/ Blower Door Training classes. Upon completion of the training, students receive a certificate, which they can use on their resume and job applications while they are looking for employment. Of the students that CAPSBC trained from the EDD/Employment Resource Center, about 34 are working in the weatherization industry.

In the fall of 2009, the weatherization training center received the designation as a State of California Eligible Training Program and CAPSBC received the designation as a State of California Eligible Training Provider.

Since the opening of the CAPSBC Training Center in 2008 we have held a total of 109 training classes with a total of 1605 students that have received training through the CAPSBC Training Center. 579 certificates were issued in the Basic Weatherization Training, 507 certificates were issued in the Blower Door Training, 501 certificates were issued in the Combustion Appliance Safety Training, and 45 agencies sent employees to the CAPSBC Weatherization Training Center.







# Home Energy Assistance Program (HEAP)

Home Energy Assistance Program (HEAP) energy education workshops are generally held at CAPSBC headquarters and serves around 100 clients a week with information designed to help them conserve energy and save money on their utility bills. HEAP also provides utility assistance for low income families in crisis, which includes wood and propane assistance for remote areas, such as the mountains.

HEAP was established in 1999 through SB 558, passed by the California Legislature and signed by Gov. Pete Wilson, which authorized the Department of Community Services and Development to administer funding through the federal Low-Income Home Energy Assistance Program Block Grant. The state agency, according to the bill, "shall afford local service providers maximum flexibility and control, within the parameters of state law," in operating the assistance program.

In the first year of the program, 1999, CAPSBC processed 5,703 applications. In 2010, the agency processed 12,132 applications. Today, on site HEAP workers generally serve more than 150 clients a week. However, to ensure maximum participation by qualifying residents, outreach workshops are also conducted in Apple Valley, Barstow, Hesperia, Big Bear City, Chemehuevi Tribal Housing, Fort Mojave, Big River, Needles, Ontario and Trona. Some of those are one-day visits. More remote locations, such as Needles/Chemehuevi/Fort Mojave, Big River and Trona, receive one-week visits once a year.

Clients are provided utility assistance: credits toward electric or gas bills or wood and propane costs, plus energy-conserving weatherization services and referrals to the CARE and Medical Baseline programs, which give clients a 20 percent discount on their utility bills.

HEAP workers also:

- Offer information regarding the Lifeline telephone service, and let clients know the qualifications and where they can apply;
- Refer clients to the CAPSBC Food Bank and the Family Development Department for gas cards and rental assistance;
- Work with the Department of Aging and Adult Services to assist seniors and the disabled;
- Provide financial counseling and information regarding the Individual Development Accounts program;
- Process more than 500 mail-in applications a month.

Effective January, 2011, CAPSBC has sought networking sites, where clients can pick up applications for assistance. Currently, there are such sites at Operation Provider in Rim Forest, Asian-American Resource Center in San Bernardino, Victor Valley Resource Center in Victorville.

Soon, the Victor Valley Resource Center will become a full CAPSBC satellite office, where workers will conduct the workshops, take applications and direct clients to the main office in San Bernardino.



Community outreach at events helps HEAP spread the word about CAPSBC's programs & services for the low-income of San Bernardino County.

## Advocacy

CAPSBC sent letters and e-mails to and/or met with government officials to create awareness, understanding and support on various issues that affect the low-income residents of San Bernardino County. In 2010, the following legislation was supported by CAPSBC:

- Tax Relief, Unemployment Insurance Reauthorization, and Job Creation Act of 2010
- Healthy, Hunger-Free Kids Act

### Letters, E-mails & Phone Calls

- Alliance for Children and Families asking Congress to extend Medicaid assistance to states.
- Letter urging the Senate and House Appropriations Committees to fully fund the President's FY2011 Budget request for development of supplemental income poverty measures.
- The National Coalition on Human Needs urging Congress to renew and improve the refundable Child Tax Credit, Earned Income Tax Credit, and American Opportunity Tax Credit.
- CAPSBC requests Congressman Jerry Lewis and Congressman Joe Baca to support an extension of the TANF Emergency Fund for one year.
- CAPSBC requests Senator Barbara Boxer, Senator Diane Feinstein, Congressman Jerry Lewis and Congressman Joe Baca to extend the Temporary Assistance for Needy Families Emergency Contingency Fund and reauthorize the child nutrition programs.
  - CAPSBC sent a letter to California Senator Bob Dutton, member of the Budget Conference Committee, on the importance of retaining \$4.2 million in funding the Emergency Housing and Assistance Program within California's budget.
  - CAPSBC signed on the "One Billion" campaign sponsored by The Emergency Food Assistance Program Alliance to secure at least \$1 billion per year in mandatory, entitlement funding for The Emergency Food Assistance Program in the 2012 Farm Bill.
  - CAPSBC signed-on to the letter circulated by California Asset Building Program supporting California's two free online tax-filing programs-- ReadyReturn and CalFile, which are at risk of being eliminated in the state budget.
  - The National Commission on Fiscal Responsibility and Reform urges the commission to make a commitment to prevent harm to low/moderate-income people in its recommendations.
  - CAPSBC sent letters to Senator Diane Feinstein, Senator Barbara Boxer and Congressman Joe Baca urging them to support the \$5.1 billion in Fiscal Year 2011 for the Low-Income Home Energy Assistance Program.
  - CAPSBC sent letters to Senator Boxer, Senator Feinstein and Congressman Baca to support the Development, Relief, and Education for Alien Minors Act.
  - CAPSBC sent e-mails to Representatives on the House Judiciary Committee urging them to co-sponsor the Hate Crimes Against the Homeless Statistics Act.
  - CAPSBC sent e-mails to Senate and House of Representatives urging them to take swift action on the following legislation to help those hardest hit by the recession.
    1. Extend jobless benefits including expanded Unemployment Insurance and COBRA subsidies through the end of 2010; Extend the Transitional Assistance for Needy Families Emergency Fund for one year;
    2. Fund a youth summer jobs program;
    3. Capitalize the National Housing Trust Fund; and
    4. Promote job growth in local communities.
  - On November 9th, CAPSBC called the Office of Governor Arnold Schwarzenegger to urge him to sign on to the Low Income Home Energy Assistance Program funding letter being circulated to the Governors urging the House and Senate leadership to preserve the program funding in fiscal year 2011 at \$5.1 billion.



Robert "Sargent" Shriver  
1915-2011



Barbara Boxer  
United States Senator



Joe Baca  
United States Representative  
43rd Congressional District



Patrick J. Morris  
Mayor of San Bernardino



Josie Ganzales  
San Bernardino County  
Board of Supervisors - Chair,  
Fifth District



Aquanetta Warren  
Mayor of Fontana



Juan Lopez  
Assembly Member  
Wilmer Amina-Carter  
District 62



Joanne Gilbert  
Rialto Unified  
School District  
Board of Directors



Magarette Hill  
San Bernardino County  
Superintendent of Schools  
Assistant Superintendent



Jesse Valenzuela (left)-  
Congressman Joe Baca, District 43  
Rikke Van Johnson - City of San  
Bernardino 6th Ward



Les Brown  
Author, radio talk show  
host & motivational  
speaker



# National Community Action Month

*In 2010, Community Action Agencies nationwide served 20.7 million low income clients with programs and services to help lift them out of poverty and empower them to become self-reliant.*

Every May, Community Action Agencies nationwide celebrate the essential contributions that their networks make to helping low-income individuals achieve self-sufficiency through a variety of creative and cost-effective programs such as Family Development Program, Food Bank, Energy, Education and Environmental Services, Inland Empire Individual Development Account and the Homeless Management Information System.

During National Community Action Month, Community Action Agencies truly make the Promise of Community Action—to help people and change lives—come alive by hosting events that help put a “face” on the families living in poverty and the dedicated individuals who are helping them escape it.

Community Action Agencies also use National Community Action Month to call attention to poverty-related problems. As Community Action Agencies are showcasing their programs, they are also giving local residents—many who are unaware of the poverty in their communities—a first-hand look at the struggles low-income families face and how Community Action programs help these families achieve financial security.

In May 2010, CAPSBC celebrated National Community Action Month by supporting the “Bless the Community” event at Ecclesia Christian Fellowship Church on Date Street, in the Del Rosa area of San Bernardino. Over 1,500 low-income residents lined the streets to receive food and shoes donated by CAPSBC. A large tractor trailer of food was also distributed to the needy people who had come for help. Many households received up to a week’s worth of food.

The “Bless the Community” event was an opportunity to share resource information about CAPSBC’s various programs and services available to low-income county residents. Members of the Community Action Partnership Board of Directors, Dorothy Grant and Bill Ruh, volunteered their time and service to support the event.

Thousands of needy people came to Ecclesia Christian Fellowship Church in the Del Rosa area of San Bernardino to receive food donated by CAPSBC. A small army of volunteers helped distribute the food to people who arrived early and were line up all the way around the block.



# Fund Development

Each year in January, CAPSBC staff establishes a Fund Development Plan that is reviewed and approved by the Board of Directors for implementation during the upcoming year. The Fund Development Plan establishes funding priorities for the agency, based on parameters set in the 10-year Strategic Plan, and combines the need to raise funds for known cash requirements (i.e., matching grants) with the need to offer clients new and innovative programs. The Fund Development Plan features multiple potential sources of funds organized in several categories, including public agency grant writing, private foundation grant writing, corporate foundation grant writing, special fundraising events, collaboration building, sponsorship arrangements and direct solicitations for support.

In 2010, CAPSBC received financial support in the form of cash and grants from the following partners:

Stater Bros. Charities .....	Support of Back Pack Project .....	\$10,000.00
Stater Bros. Charities .....	Special Award .....	20,000.00
Stater Bros. Charities .....	Harvesting Hope in our Communities .....	15,000.00
State Farm .....	Support of IDA Cash Match .....	5,000.00
Wells Fargo .....	Support of Back Pack Project .....	10,000.00
CSD Discretionary .....	Support of Back Pack Project .....	100,000.00
Albertsons .....	Support of Back Pack Project .....	2,500.00
Bank of the West .....	Support of IDA Cash Match .....	2,500.00
Kaiser Permanente .....	Healthy Eating in Hard Times .....	30,000.00
Yard House .....	Round It Up America .....	10,000.00
San Manuel BMI .....	Support of Back Pack Project .....	100,000.00
PG&E Foundation .....	Community Support .....	50,000.00
Union Bank .....	Support of IDA Cash Match .....	10,000.00



**SOUTHWEST GAS**  
WARMING HEARTS & HOMES



**SAN MANUEL**  
BAND OF MISSION INDIANS





## FUND DEVELOPMENT

# Friends and the Friendship Tree

The Friendship Tree permanent monument lets individual donors pledge support for Community Action Partnership of San Bernardino. Different levels of donations are recognized with Leafs, acorns, rocks and Mini Trees, which are custom engraved. The Friendship Tree is prominently displayed at the CAPSBC offices and on our website.



### LEAF

Donations of \$125-\$499

### ACORN

Donations of \$500-\$999

### STONE

Donations of \$1,000-\$4,999

### MINI TREE

Donations of \$5,000 and up



# Financial Report for the Year Ending December 2010

## Community Action Partnership of San Bernardino County Statement of Financial Position December 31, 2010

### ASSETS

#### Current Assets:

Cash	\$634,947
Grants Receivable - Federal	1,593,928
Grants Receivable - Non Federal	1,469,617
Inventory:	
Stores	853,769
Commodities	1,836,368
Other Current Assets	<u>223,570</u>
Total Current Assets	6,612,200

#### Other Assets:

Property and Equipment, Net	<u>3,220,072</u>
Total Assets	<u>\$9,832,272</u>

### LIABILITIES

#### Current Liabilities:

Accounts Payable	\$1,349,466
Accrued Payroll	406,346
Line of Credit Payable	414,000
Compensated Absences Payable	61,789
Accrued Expenses and Other Liabilities	652,566
Grants Payable/Deferred Revenues	<u>241,232</u>
Total Current Liabilities	<u>\$3,125,490</u>

#### Long Term Liabilities:

Government Owned Property and Equipment	<u>2,716,530</u>
Total Long Term Liabilities	<u>2,716,530</u>
Total Liabilities	5,842,020

#### Net Assets:

Unrestricted	<u>3,990,252</u>
Total Net Assets	<u>\$3,990,252</u>
Total Liabilities and Net Assets	<u>\$9,832,272</u>

## Community Action Partnership of San Bernardino County Statement of Activities For the year ended December 31, 2010

### UNRESTRICTED NET ASSETS

#### Support:

Donations	98,399
Contributions	<u>6,730,611</u>
Total Support	<u>6,829,010</u>

#### Revenue:

Federal Assistance	20,106,409
Public Utilities	6,397,563
Interest Income	3,561
Other Revenues	<u>824,064</u>
Total Revenue	<u>27,331,597</u>
Total Support and Revenue	<u>34,160,607</u>

### EXPENSES

#### Program Services:

Community Development	\$8,179,937
Energy, Education and Environmental Services	14,017,601
Food Bank	<u>10,708,836</u>

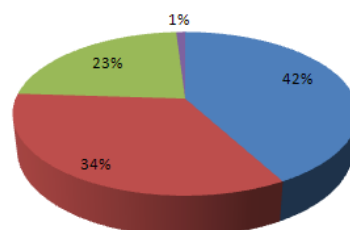
#### Supporting Services:

General Administrative	<u>26,846</u>
Total Expenses	<u>\$32,933,220</u>

Increase in Unrestricted Net Assets	1,227,387
Net Assets at Beginning of Year	2,762,865
Net Assets at End of Year	<u>\$3,990,252</u>

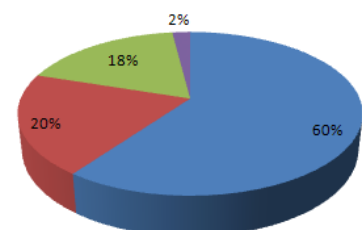
**Distribution of Funds by Program**

■ EEES ■ Food Bank ■ Family Development ■ HMIS



**Distribution of Funds by Source**

■ Federal ■ Donations ■ Public Utilities ■ Other





# Acknowledgements

*Community Action Partnership of San Bernardino County acknowledges and thanks those who have supported our programs and partnered with us in providing services to the low-income residents of San Bernardino County.*

## Donors and Supporters

Adsystech, Inc.  
Ag Against Hunger  
Albertsons  
Arrowhead Credit Union  
Arrowhead United Way  
Association of California Community and Energy Services  
Bear Valley Electric  
Campbell's Sales Company  
Campfire USA  
Cargill Meat Solutions, Inc.  
Children's Fund  
Church of Latter Day Saints  
Citibank  
Citizens Business Bank  
City of San Bernardino  
Community Bank  
County of Riverside  
County of San Bernardino Department of Children's Services  
County of San Bernardino Department of Community Development and Housing  
County of San Bernardino Department of Public Health

County of San Bernardino Sheriff's Department  
Edison Gift Giving  
Enterprise Rent-a-Car  
Hefferman Insurance Brokers  
Henry's Farmers Market  
Horizon Milling  
Housing Authority of the County of San Bernardino  
ICO Real Estate Group  
Inland Empire 66ers  
Inland Empire United Way  
Internal Revenue Services  
Johnson & Johnson  
Johnston Supply  
Kelly Space and Technology  
Kraft Foods  
Long Beach CSDC, Inc.  
Los Angeles Times/McCormick-Tribune Foundation  
Macy's San Bernardino  
Macy's, Victoria Gardens  
Mattel Toys  
More to Share Program  
Morgan and Franz  
Richard Heath and Associates, Inc.  
Rodeway Inn

Rogers, Anderson, Malody & Scott, LLP  
S.B Community College District Workforce Development (SBCCD)  
San Bernardino County Board of Supervisors  
San Manuel Band of Mission Indians  
Southern California Edison  
Southern California Gas Company  
Southwest Gas Corporation  
State Department of Community Services and Development  
State Department of Social Services  
State Farm Insurance  
Stater Bros.  
The California Endowment  
The Church of Jesus Christ of Latter-day Saints  
The United States Postal Food Drive  
Trek Bicycle Corporation  
U.S. Department of Housing and Urban Development  
Union Bank  
Universal Lifeline Telephone Services  
Vons  
Wal-Mart  
Wells Fargo  
Wilmer Amina Carter Foundation

## Partners

29 Palms Senior Center  
AARP  
AARP Tax Aide  
Abundant Living Church  
Adelanto Community Resource Center  
Adelanto Foursquare Church  
Antioch Church  
Apple Valley Community Center  
Apple Valley Senior Citizens Club  
Arpy House, Inc.  
Arrowhead Vista Apts.  
Azure Hills Church  
Baker Chamber of Commerce  
Baker Senior Organization  
Bear Valley Community Church  
Bear Valley Counseling Center  
Bethlehem Temple Church  
Big Bear Senior Center  
Black Voice Foundation  
Bloomington Neighborhood Center  
Blue Mountain  
Bonnie Baker Senior Center  
Boys and Girls Club of San Bernardino  
Brickley Construction  
California State University San Bernardino  
California State University San Bernardino Foundation  
California Wellness Foundation  
California/Nevada Community Action Partnership

Calvary Chapel  
Carpenters House  
Cathedral of Praise International Ministries  
Catholic Charities – Apple Valley  
Catholic Charities – Ontario  
Catholic Charities of San Bernardino and Riverside Counties  
Cedar House Rehabilitation Center  
Celebration Center Adventist Christian Fellowship  
Center for Employment and Training  
Central City Lutheran Mission  
Children's Network  
Chino Community Center  
Chino Neighborhood House  
Church of the Lighted Cross  
Church of the Nazarene  
City of Chino Monte Vista  
City of Colton  
City of Fontana  
City of Montclair  
City of Ontario  
City of Rancho Cucamonga  
City of Rialto  
City of San Bernardino  
City of Upland  
City of Victorville  
City of Victorville Community Center  
Clear View Treatment Center  
Clearwater Residential Care  
CMC Fontana Steel  
Colton Middle School

Community Action Partnership of Riverside County  
Community Assistance Program  
Community Center for Seniors  
Community Church  
Community Hospital of San Bernardino  
Consumer Action  
Copper Mountain Mesa  
Cornerstone Compassion Center  
County of San Bernardino Department of Aging and Adult Services  
County of San Bernardino Department of Behavioral Health  
County of San Bernardino Department of Workforce Development  
County of San Bernardino Preschool Services Department  
County of San Bernardino Superintendent of Schools  
County of San Bernardino Transitional Assistance Department  
County of San Bernardino Veterans Affairs  
Covington Park Community Center  
Crest Forest Family Services  
Del Rosa Family Center  
Delmann Heights Community Center  
Desert Aids Project  
Desert Manna Ministries  
Desert Sanctuary Inc.  
Doves of Big Bear  
Ecclesia Christian Fellowship  
Faith Inc.  
Family Services Agency of Crestline  
Family Services Agency of San Bernardino

# Partners (continued)

Family Services Association of Redlands  
Fontana Foursquare Church (Helping Hands)  
Fontana Native American Indian Center  
Foothill Aids Project  
Foothill Family Shelter  
Four-D College  
Franchise Tax Board  
Frazee Community Center  
George Gibson Senior Center  
George Helping Hands  
Goodwill Southern California  
Grand Terrace Senior Center  
Greater Faith Grace Bible Church  
Hands Pantry  
Hearts & Lives – Blue Jay  
Heffernan Insurance Brokers  
Helendale Community Church  
Helping, Inc.  
High Desert Community Coalitions  
High Desert Domestic Violence Shelter  
High Desert Homeless Services  
High Desert Resources, Inc.  
High Desert Youth Center  
Holy Family Catholic Church  
Holy Land C.O.G.I.C  
Home of Neighborly Service  
HomeAid Inland Empire  
Hope Homes Sober Living  
Hope Resource Group  
Hope Through Housing Foundation  
House of Prayer Gospel Outreach  
Ministries, Inc.  
Hutton Community Center  
Immaculate Conception Church  
Inland Aids Project  
Inland Behavioral and Health Services  
Inland Counties Health Systems Agency  
Inland Counties Legal Services  
Inland Empire Community Health Center  
Inland Empire Community Youth  
Inland Empire Health Plan  
Inland Empire Job Corps Center  
Inland Empire United Way  
Inland Empire Women’s Business Center  
Inland Mediation Board  
Inland Regional Center  
Inland Temporary Homes  
Inland Valley Hope Partners  
Joshua Tree Recreation Department  
Joshua Tree Sunset Village Apartments  
Kaiser Permanente  
Lake Gregory Community Church  
Learning for Life  
Lenwood Community Church  
Lighthouse For The Blind  
Living Water Faith Center II  
Living Waters Chapel  
Loma Linda 7th Day Adventist  
Loma Linda University  
Los Padrinos  
Love Peace & Happiness  
Loveland Jubilee Pantry  
Luque Community Center  
Lytle Creek Community Center  
Maranatha Mission I Ministry

Mary’s Mercy Center, Inc  
Mercy House  
Mission For Jesus  
Mission Possible  
Missions for Jesus Christ  
Morongo Basin ARCH  
Morongo Basin Unity Home  
Morongo Valley School District  
Navajo Learning Center  
Neighborhood Housing Services of the Inland Empire  
NeighborWorks  
New Berry Springs Community  
New Hope Village  
New Seasons Church  
Newberry Springs Community Center  
Northtown Housing Development  
Corporation  
Oasis Recovery Program  
Oldtimer’s Foundation  
Ontario Christian Center  
Operation Food (Lake Arrowhead Christian Fellowship)  
Operation Fresh Start  
Operation Provider  
Operation Reapp  
Option House  
Oro Grande Community  
Our Lady of Guadalupe  
Our Lady of Hope Church  
Pacific Life Foundation  
PAL Center  
Prayer Mission  
Priscilla’s Helping Hand  
Professional Development Center  
Project Impact  
R.E.A.C.H – St. Catherine’s Catholic Church  
Rancho Cucamonga Family Resource Center  
Red Mountain Council  
Red Mountain Senior Center  
Redlands Community Center  
Redlands Community Hospital  
Redlands Police Department  
Redlands Senior Center  
Rialto School District  
Rim of the World Church  
Rolling Start  
Ronald McDonald House  
Salvation Army Adult Rehab Center  
Salvation Army Ontario  
Salvation Army Redlands  
Salvation Army San Bernardino  
Salvation Army Victorville  
Samaritan’s Helping Hand  
San Andreas High School  
San Bernardino City Redevelopment Agency  
San Bernardino Adult Education  
San Bernardino City Fire Department  
San Bernardino City Police Department  
San Bernardino Community College  
District  
San Bernardino Community Hospital  
San Bernardino Employment Training Agency  
San Bernardino School District  
San Bernardino Valley College  
Senior Citizens Center of Big Bear  
Set Free Christian Fellowship Church  
Set Free Muscoy  
Sherer Community Center

Social Action Community Health System (SACHS)  
Southern California Forum  
Springboard Consumer Credit Counseling  
Springboard Non-profit Consumer  
Credit Management  
St. Anne’s in the Mountains  
St. George Helping Hands Food Ministry  
St. John of God  
St. Joseph the Worker Church  
St. Mary Medical Center  
St. Paul Catholic Church  
St. Stephens Church  
St. Vincent de Paul  
St.Catherine/REACH Center  
Steelworkers Organization Active Retires  
Sunrise Church  
T.E.A.M. House  
Temple Missionary Baptist Church  
Temple Senior Community Center  
The Eagles Lodge  
The Lord’s Table  
The Rivers Edge Church  
The Rock Christian Center  
The Way World Outreach Ministries  
Time for Change Foundation  
Town of Apple Valley  
Trinity Assembly of God  
Trona Community Center  
United Way 1568 Orange  
Urban Community Project  
US Veterans Initiative  
Veronica’s Home of Mercy  
Veteran’s Community Baptist Church  
Victor Valley Domestic Violence  
Victor Valley Family Resource Center  
Victor Valley Rescue Mission  
Victoria Gove Elementary School  
(Alta Loma)  
Victory Outreach Special Services  
Volunteers of America  
Water of Life Church  
Way World Ministries Outreach  
Wesleyan Community  
Westside Community Center  
Westside Community Services Center  
Wonder Valley Senior Community  
Yermo Valley Community District  
Young Visionaries Youth Leadership  
Youth Action Project  
Yucaipa Senior Center  
Yucca Valley Senior Center

# Media Partners

CNN/Time Warner Local News  
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KCSB Channel 3  
Precinct Reporter  
The Black Voice News  
The Press Enterprise  
The San Bernardino Sun  
Westside Story  
Redlands Daily Facts  
Penny Saver  
Desert Dispatch  
Highland Community News  
Big Bear Grizzly, Big Bear Life  
& Big Bear Shopper  
Victorville Daily Press  
Crestline Courier  
Hi-Desert Star  
Inland Valley Daily Bulletin  
Los Angeles Times  
Yucaipa News Mirror  
Needles Desert Star





*Volunteers Working to Make A Difference!*



2,000 Volunteers

**2010**

Over 100,000 Hours



## *Our Vision*

By 2021, Community Action Partnership of San Bernardino County will be the premier social services agency that eliminates the effects of poverty by empowering people to obtain the knowledge and skills to achieve self-reliance and economic stability... one life at a time.

## *Our Mission*

Community Action Partnership of San Bernardino County works with our communities by supporting, advocating for, and empowering low-income residents to achieve self-sufficiency.



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